USING MACROMEDIA CAPTIVATE TO CREATE ONLINE TUTORIALS

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Online tutorials for library training have been very popular as they are available on demand from the Web, anywhere and anytime. Incorporating multimedia in online training, through screen-captured videos, will increase its training effectiveness and also meet the challenge of delivering services to an audience with different learning styles. Although we are not the first library to use it, staff at the Academy Library, University of New South Wales @ The Australian Defence Force Academy, use Macromedia Captivate to create short videos demonstrating, among other things, how to search databases, how to use specialized software, find course reserve materials, and locate e-journals.

Introduction

Meeting the information literacy needs of students can create challenges, including how to provide training to a geographically diverse clientele (some of our students are in submarines, others have no access to the Internet), and how to meet the needs of those who have differing skills and learning styles. Some of these challenges can be overcome by utilising new technologies to reach a wider audience and to create a diverse learning environment.

The Academy Library serves the research, teaching, and learning needs of approximately 1,800 students, including 1000 undergraduates and over 500 off-campus postgraduate students, as well as academic and general staff. There are three Liaison Librarians, each with their own subject expertise, plus a team of part-time reference librarians and other client services staff. The library subscribes to over 220 databases and other electronic resources, and over 32,000 electronic journals.

Liaison Librarians conduct over 100 information skills sessions per year. These sessions include demonstrations of information resources and library services and hands-on workshops. The handouts are made available on the website, so that students have access to them, any place, any time.

The training handouts produced by the Liaison Librarians are of high quality, with step by step instructions accompanied by screen shots. However, the Library wanted to enhance the existing information literacy program. It was

decided to produce interactive online tutorials to complement the print-based training resources and provide “refresher” or catch-up material.

Another deciding factor in our decision to create online interactive tutorials was to make available online information skills training to the off-campus students.

Captivate movies can also be incorporated into library staff training, particularly for rostered and part-time staff.

Macromedia Captivate

The Library acquired Macromedia Captivate (now Adobe Captivate) in 2005, a software tool for creating online demonstrations and simulations. The software automatically records all on screen actions and instantly creates an interactive flash simulation, with text captions, narration, and music. Captivate allows you to record a sequence of events on your computer in order to demonstrate a specific piece of software or electronic resource.

You can use Captivate to create:

- Online tutorials
- Demonstrations
- Interactive help
- Marketing for resources

A working party of core library staff was created to manage the project. Initially, we decided to look at the needs of off-campus students and create training movies to meet those needs.

We began with Navigating the Library Web Site, and added Course Reserve, Finding eJournals, and Finding Databases. Over the summer break, we will create movies on searching the catalogue, using EndNote, and searching specific databases.

Using Captivate to make movies

Captivate captures all on-screen activity, such as mouse movements and key strokes. Audio can be integrated into the movie by recording voice narration during or after the screen capture or by importing audio files. A variety of options, such as captions, buttons, click boxes, quiz questions, can be added to the movie.

Movies can be recorded in two main modes: demonstration or simulation.

A demonstration is a movie that records how to accomplish a particular activity in an application: for example, “How to recall a book”. The learner sees the mouse move across the screen and text typed on screen. In a demonstration the learner sits passively and observes.

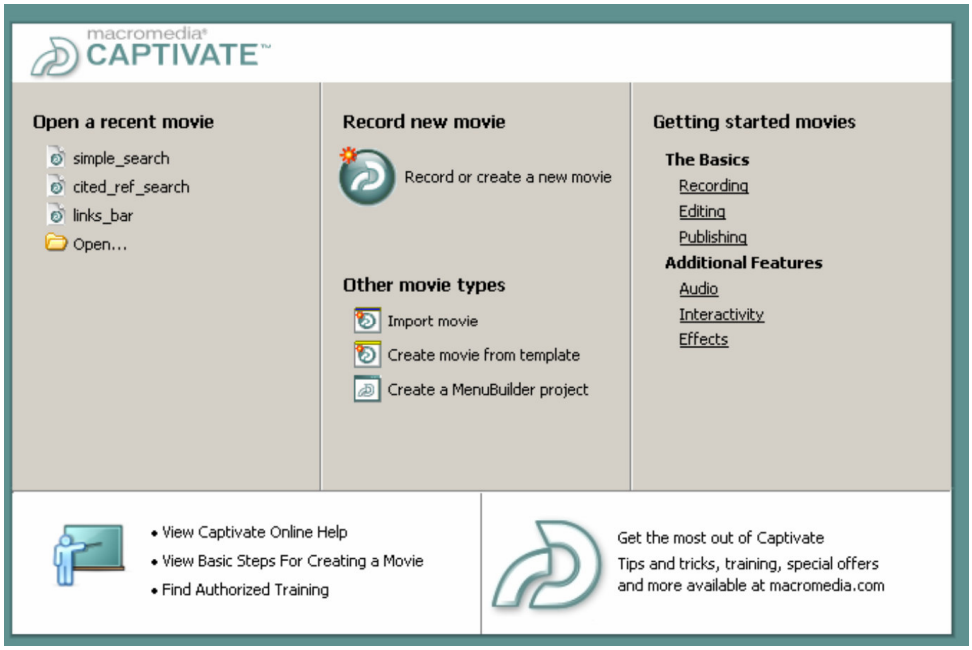
In a simulation, users interact with the content and become engaged in the process. Learners know whether they are making correct or incorrect choices, and they get immediate feedback. If you choose to do a simulation, Captivate will automatically turn off the mouse and add appropriate click-boxes, and success and failure captions.

Creating movies is a three step process:

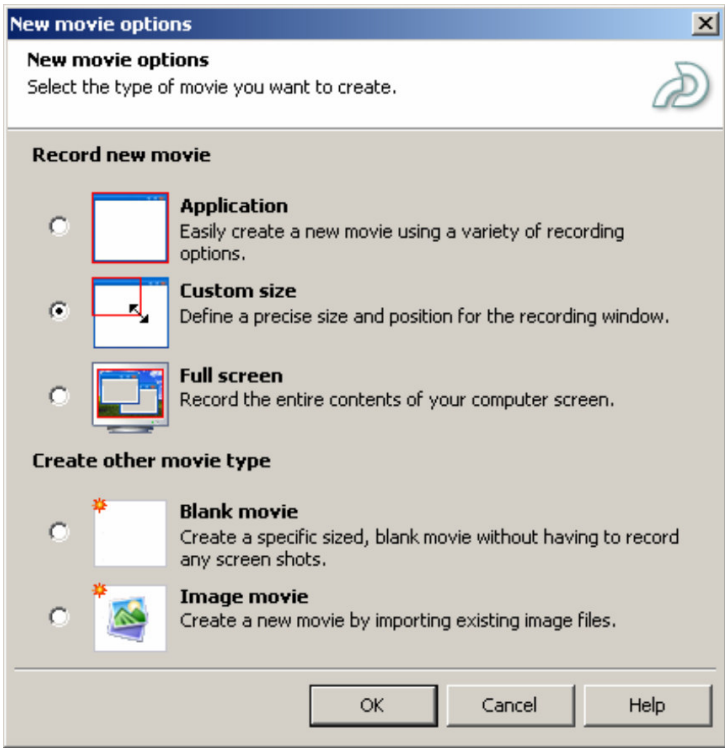
1. automatically record onscreen actions
2. edit and enhance your movie
3. publish

It is essential to plan the movie and prepare a script before proceeding. A script forces you to keep the final result in sight and helps you stay focused as you move through the process.

This is the Captivate home page.

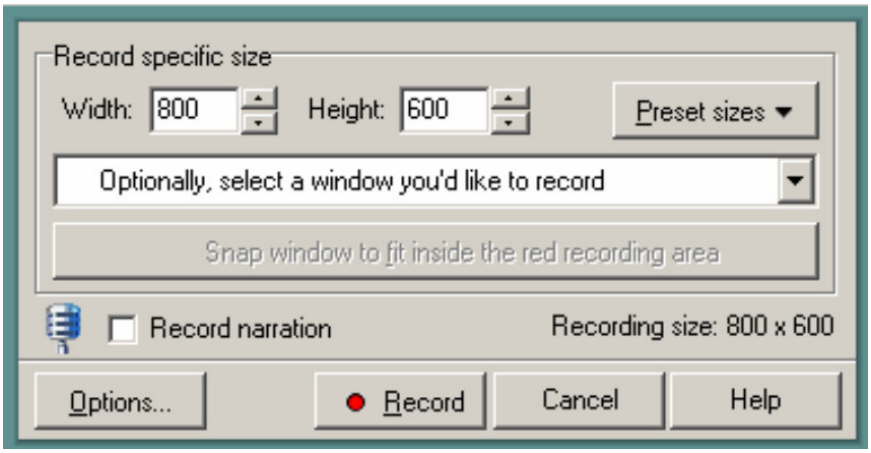


When you click on the Record or create a new movie link, New movie options page appears.


New movie options
New movie options
Select the type of movie you want to create.
Record new movie
Application
Easily create a new movie using a variety of recording options.
Custom size
Define a precise size and position for the recording window.
Full screen
Record the entire contents of your computer screen.
Create other movie type
Blank movie
Create a specific sized, blank movie without having to record any screen shots.
Image movie
Create a new movie by importing existing image files.
OK
Cancel
Help

- Application records the whole screen of the application you are using
- Custom size records a specific area of the application
- Full-screen option is useful if your movie moves between several applications
- Use blank movie to import slides and moves
- Image movie is used to create a slide show

Once you decide on the type of movie, click the OK button to see the recording page.



Once you select the application to you'd like to record, snap the window to fit inside the red recording area so that only the application will be recorded and nothing else.

You can create

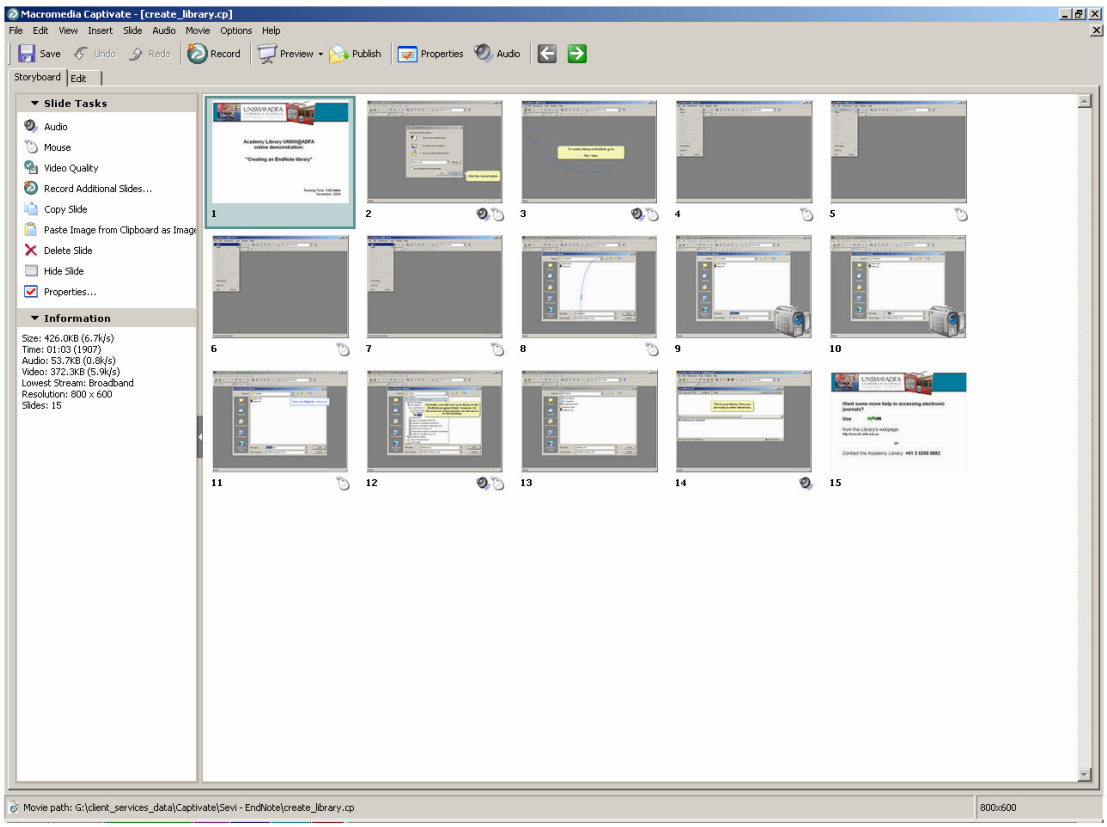
- Demonstrations (captions, highlight boxes, mouse movements)
- Assessment (click boxes with failure captions)
- Training simulations (click boxes with hint and failure captions)

It is optional to Record narration at the same time as the movie is recorded. Audio can be easily inserted into the movie later. In fact, this is the preferred option.

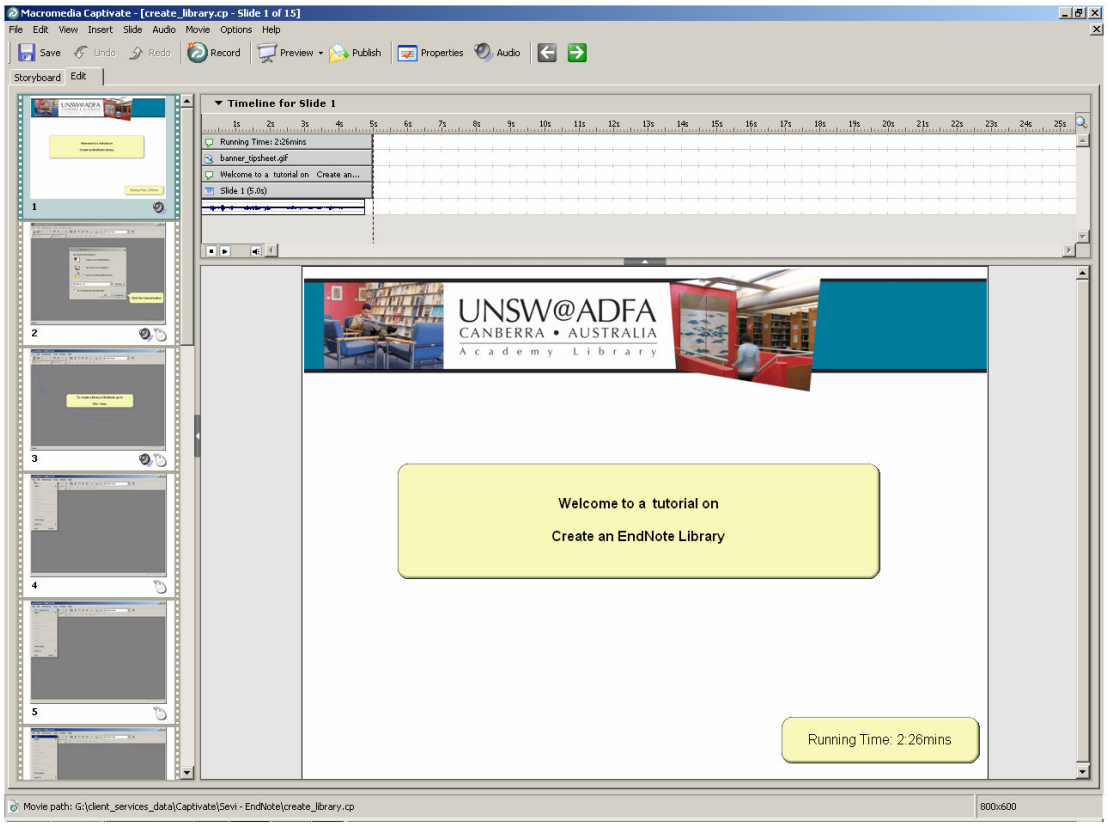
The best way to record a movie is to perform onscreen actions as if demonstrating to someone. When recording is finished, press the End key to end recording.

Slides are generated and the new movie appears in the Captivate Storyboard view. At this point the movies can be edited.

Storyboard view:



Edit view:


Macromedia Captivate - [create_library.cp - Slide 1 of 15]
File Edit View Insert Slide Audio Movie Options Help
Save Undo Redo Record Preview Publish Properties Audio
Storyboard Edit
Timeline for Slide 1
Running Time: 2:26mins
banner_tipsheet.gif
Welcome to a tutorial on Create an...
Slide 1 (5.0s)
UNSW@ADFA
CANBERRA • AUSTRALIA
Academy Library
Welcome to a tutorial on
Create an EndNote Library
Running Time: 2:26mins
Movie path: G:\client_services_data\Captivate\Sevi - EndNote\create_library.cp
800x600

Editing Movies

There are many options for enhancing the movie. Text captions can be added to point out important areas or highlight boxes can be used to emphasize a heading or text

Interactive movies can be made by including click boxes or text entry boxes.

Audio can be added to the movie by recording a voice-over narration and/or importing background music.

Objects that enhance a movie:

Text captions – When you record tasks, Captivate can automatically add some text captions to point out specific tasks.

Highlight boxes – A highlight box is a rectangular, shaded area that is intended to draw the viewer's attention to a particular area on the slide. Captivate can automatically add highlight boxes whenever you click the mouse while recording.

Images – You can add images such as a screen capture, logo, or photograph.

Rollover captions and images – These only appear if the viewer takes an action.

Animations

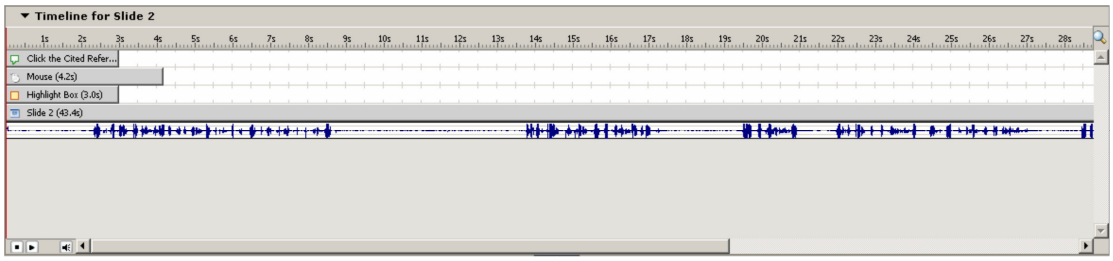
Click boxes – A clickbox is an area that the viewer must click before the next slide will be shown.

Text entry boxes – These allow the viewer to enter information, as in quizzes or other interactive applications.

Buttons – Buttons can be used to give the viewer a choice of what to do next while viewing the movie.

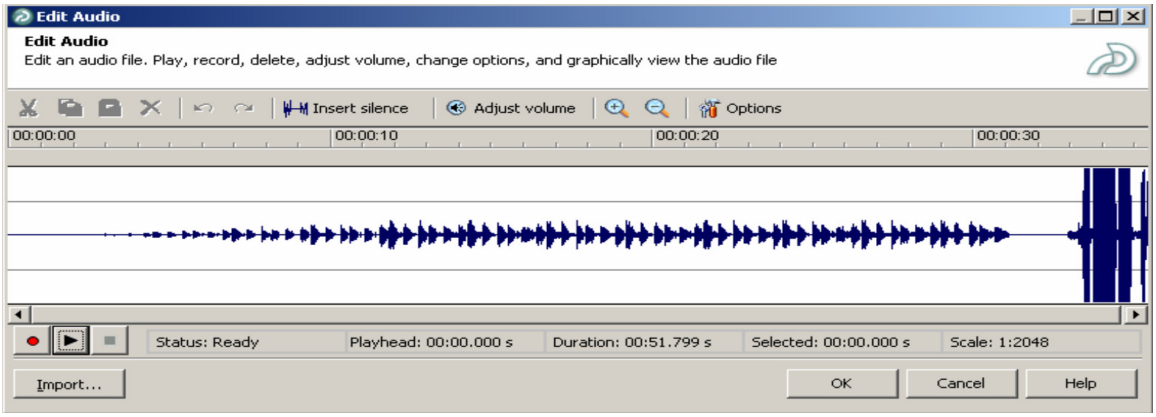
Timeline

One of the really useful features of Captivate is the timeline. The timeline shows you exactly when actions occur on a specific slide. Each slide has its own, unique Timeline. You can use the Timeline to control the timing of any slide object. The objects can be moved along the Timeline so that a mouse click, a highlight box will appear at appropriate times in the movie. The Timeline also shows any audio associated with the slide, letting you to coordinate the timing of audio with objects.



Audio Editor

By using the timeline feature, you can record voice-over tracts and synchronise them to specific screens.



Movies can be published in a variety of ways:

- Flash (.swf) publishes to FLASH a common file type (small file size, high resolution) that can be used independently or included in a web page
- Breeze server (a web-based meeting and presentation server software package)
- Stand alone – creates an executable file for Windows, Macintosh, or Linux
- eMail
- FTP server

Once published, users can view the movies. All they need is access to a web browser with Flash Player, which is easily downloaded from our website.

Tips

1. Keep the tutorials short and concise: 2 minutes is ideal. For a topic that requires extensive coverage, break down the topic into sections, each recording covering only one topic.

2. Ask yourself these questions:
   - Who is the audience?
   - What does the audience need to learn from the movie?
   - What equipment does the audience have?
   - Do they have access to the Internet?

3. Interface design
   - Keep it simple: you are trying to teach a concept, not showing what you can do with technology. Don't let the technology take over. It is very easy to keep wanting to do more, such as adding animation and other interactive media. Also, one can go on editing the movie which can be very time consuming. Focus on the user, not on the technology.

   - Keep the capture setting low: less than 800x600. This is because the screen resolution most commonly used is 800x600 pixels. If your computer is set to a high resolution (1024x768) when you record a movie, a user viewing your movie at a lower resolution (800x600) will have to scroll significantly to see your movie.

Benefits

1. Anytime/anywhere access.
2. Users can take their time to learn new skills and repeat as necessary.
3. simple to learn interface
4. movie broken down into slides

5. lots of features
6. exports to FLASH (small file size, high resolution)
7. can import power point files already created

Drawbacks

1. Captivate is easy to use, but, in the beginning, there is a lot of editing involved.
2. Changes in database interfaces or vendors mean that new video clips are required.

Lessons learned

- Make a plan of the video.
- Prepare the script.
- Start small and simple – finished product should be a maximum of 2 minutes.
- Break large/complex topics into smaller segments.
- Don't correct every "little" mistake, otherwise editing will consume an enormous amount of time
- Create the movie, then add the voice over, one slide at a time

Evaluation

At the Academy Library, it is too early to conduct evaluations. Academic session has not yet started, and staff and students are just discovering our training videos. As a result of having the Captivate movies, we anticipate that, as the number of training movies increase, the number of queries for assistance and face to face training will decrease.

As yet there is no separate feedback form regarding the Captivate tutorials, although we have a general feedback form for our clients to provide comments and suggestions. We are considering implementing a feedback mechanism as part of the tutorial.

Overall, the library staff feels that engaging movies with the addition of sound and use of humour will be widely used. In addition, while the movies we created have their own web page, they will be more usable as links to the moves are placed where help is needed.

Conclusion

Online training videos are an important component of delivering information literacy training to a geographically dispersed audience with different learning styles. Macromedia Captivate is easy and fun to use to create online videos. In addition to creating information literacy tutorials, Captivate can also be

used to create training modules for library staff, as well as videos for marketing purposes.

As using Captivate is still new for us, the initial videos are created in a simple format. We look forward to using Captivate to its full capacity.

Web Sites

Macromedia Captivate - http://www.macromedia.com

UNSW@ADFA – Captivate tutorials - http://www.lib.adfa.edu.au/guides_assistance/howto.htm

Authoring Requirements

System Requirements

Microsoft Windows 2000 or Microsoft XP
A 600-MHz Intel Pentium III processor or equivalent
128 MB of RAM (256 MB recommended)
100 MB of available disk space
800x600 resolution colour display or better

Software and accessories for publishing and recording

Internet Explorer 5.0 or later
Flash Player 6 or later
Microphone to record audio
Speakers and sound card

End-user Requirements

A flash-enabled browser OR Macromedia Flash player
Microsoft Windows 95 or later OR Macintosh OR Linux

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